HEALTH AFFAIRS

TRICARE Management Activity

Privacy Refresher Rollout

May 2004/Version 1

TMA Privacy Office

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Agenda

- Introduction
- Training Administrator roles and responsibilities
- Course completion and exam implementation
- Refresher course rollout

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Introduction

Training Objectives

Upon completion of this update session you will be able to:

- Identify the responsibilities of the Training Administrator
- Communicate the rollout and implementation of the Privacy Refresher course within your MTF
- Explain the process for completing and receiving credit for the Privacy Refresher course
- Explain the impact that the Privacy Refresher course will have on course completion percentages within the custom report

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Training Administrator Roles and Responsibilities

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Objectives

- Upon completion of this lesson, you will be able to
  - Describe the roles and responsibilities of the Training Administrator
  - Describe the function of the Service Representatives for HIPAA Privacy Refresher Training
  - List the LMS functions to be performed by the Training Administrator

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Training Administrator Roles and Responsibilities

- Coordinate the Refresher Training rollout with the Privacy Officer
- Implement the Refresher Training at the MTF level
- Communicate with Service Representatives through the appropriate chain of command
- Communicate with MTF personnel
- Track completion progress
- LMS administration

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Service Representative Roles and Responsibilities

- Serve as the communication link between TMA Privacy Office and Training Administrators
- Maintain a list of Training Administrators for each MTF within the respective Service
- Update TMA on any emergent issues regarding the Refresher Training rollout
- Provide input on Refresher rollout status at Service Representative meetings

- Note: Technical issues should be routed to the HIPAA Support Center at hipaasupport@tma.osd.mil

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LMS Functions Performed by the Training Administrator

- Search for a student
- Unlock student accounts
- Change passwords
- Manage student population
- Grant course credit
- Perform Advanced Search reporting

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Training Administrator R&R Summary

- You should now be able to
  - Describe the roles and responsibilities of the Training Administrator
  - Describe the function of the Service Representatives for HIPAA Privacy Refresher Training
  - List the LMS administration functions to be performed by the Training Administrator

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HIPAA Privacy Refresher Course Rollout

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Objectives

- Upon completion of this lesson, you should be able to:
  - Identify the sequence of job descriptions used for the HIPAA Privacy Refresher Rollout
  - Identify the affect of the Refresher course on completion statistics
  - Describe the affects of the HIPAA Privacy Refresher Course on a student's development plan

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Rollout Sequence

- The Privacy Refresher course will rollout by Job Position within the LMS
- The Refresher course will appear in the students Development Plan as a required course
- The Refresher course will rollout to a new Job Position(s) every other month
- Students will have two months to complete the Refresher course and exam
- The Privacy Refresher course is a review of Privacy 101: it does not contain any new information

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Rollout Sequence

Rollout Month	Job Position
May 2004	Senior Executive Staff, Volunteers, Medical Records/Patient Admin, and IM/IT
July 2004	Nursing
September 2004	Ancillary Clinical
November 2004	Admin Support Services and Facility Support Services
January 2005	Business/Finance and Provider

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Completion Reporting

- The custom report completion percentages will be affected when the Privacy Refresher course is added to a students Development Plan
- The completion percentage will decrease for the Job Positions in which the rollout has occurred
- Use the Advanced Search Reporting to track Privacy Refresher course completion statistics

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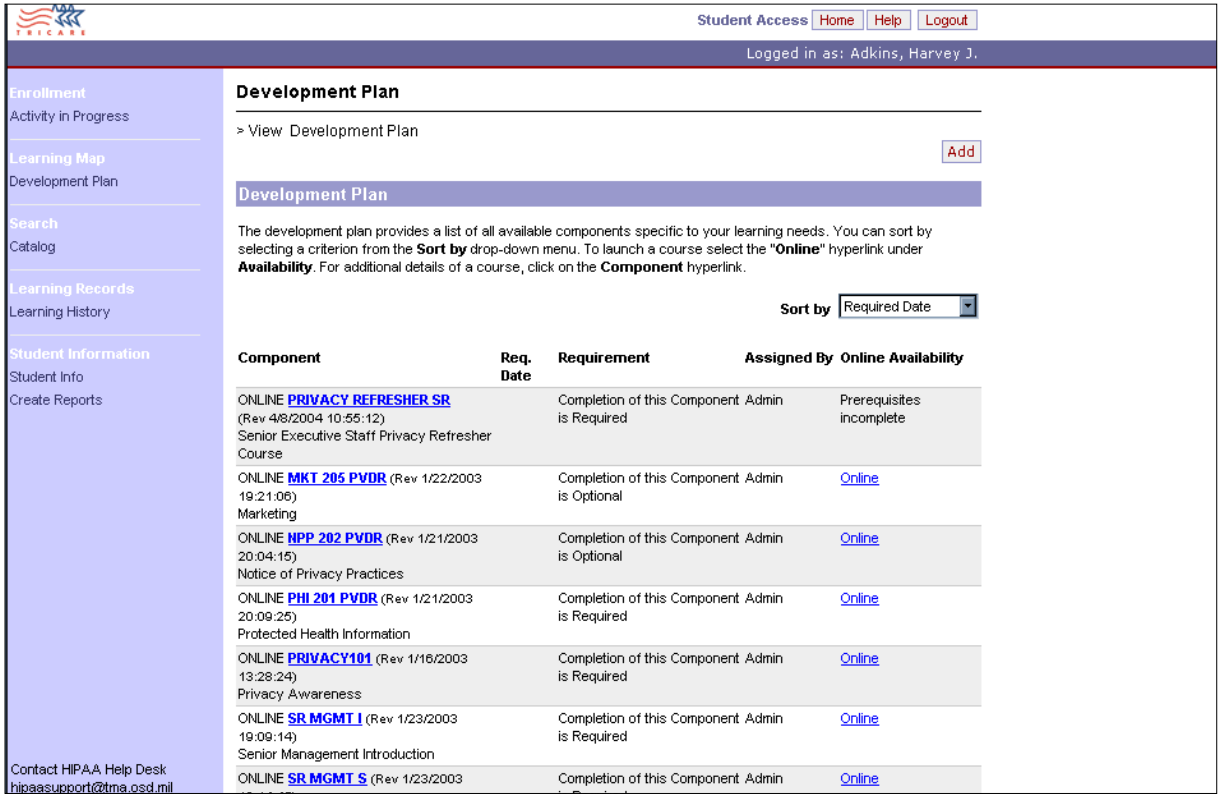
HIPAA Privacy Refresher Training Rollout

Development Plan

- Students must complete all required courses in their Development Plan prior to taking the Privacy Refresher course and exam



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Summary

- You should now be able to:
  - Identify the sequence of job descriptions used for the HIPAA Privacy Refresher Rollout
  - Identify the affect of the Refresher course on completion statistics
  - Describe the affects of the HIPAA Privacy Refresher Course on a student's development plan

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Course Completion and Exam Implementation

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Objectives

- Upon completion of this lesson, you will be able to:
  - Describe the course and exam completion process
  - Describe the impact of exams on Privacy Refresher Training
  - Identify the prerequisites of the Refresher Training
  - Identify the passing score requirement for the HIPAA Privacy Refresher Training Exam

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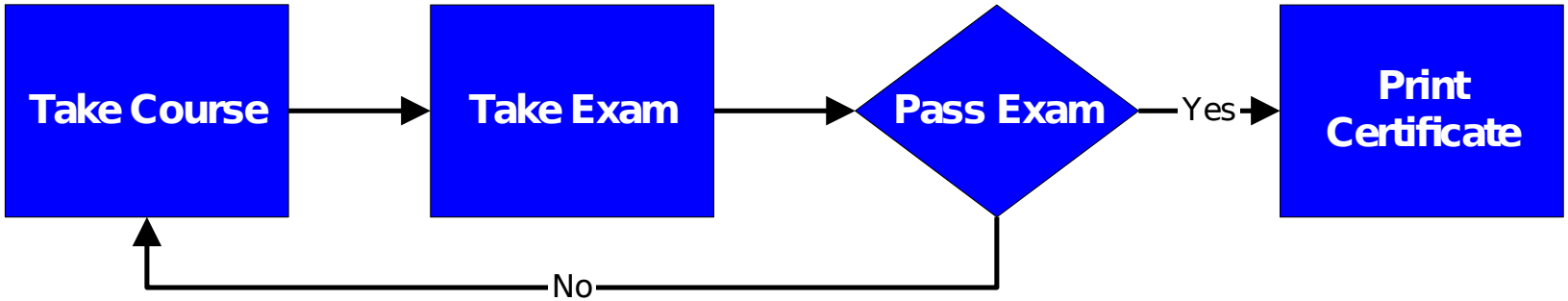
Course and Exam Completion Process



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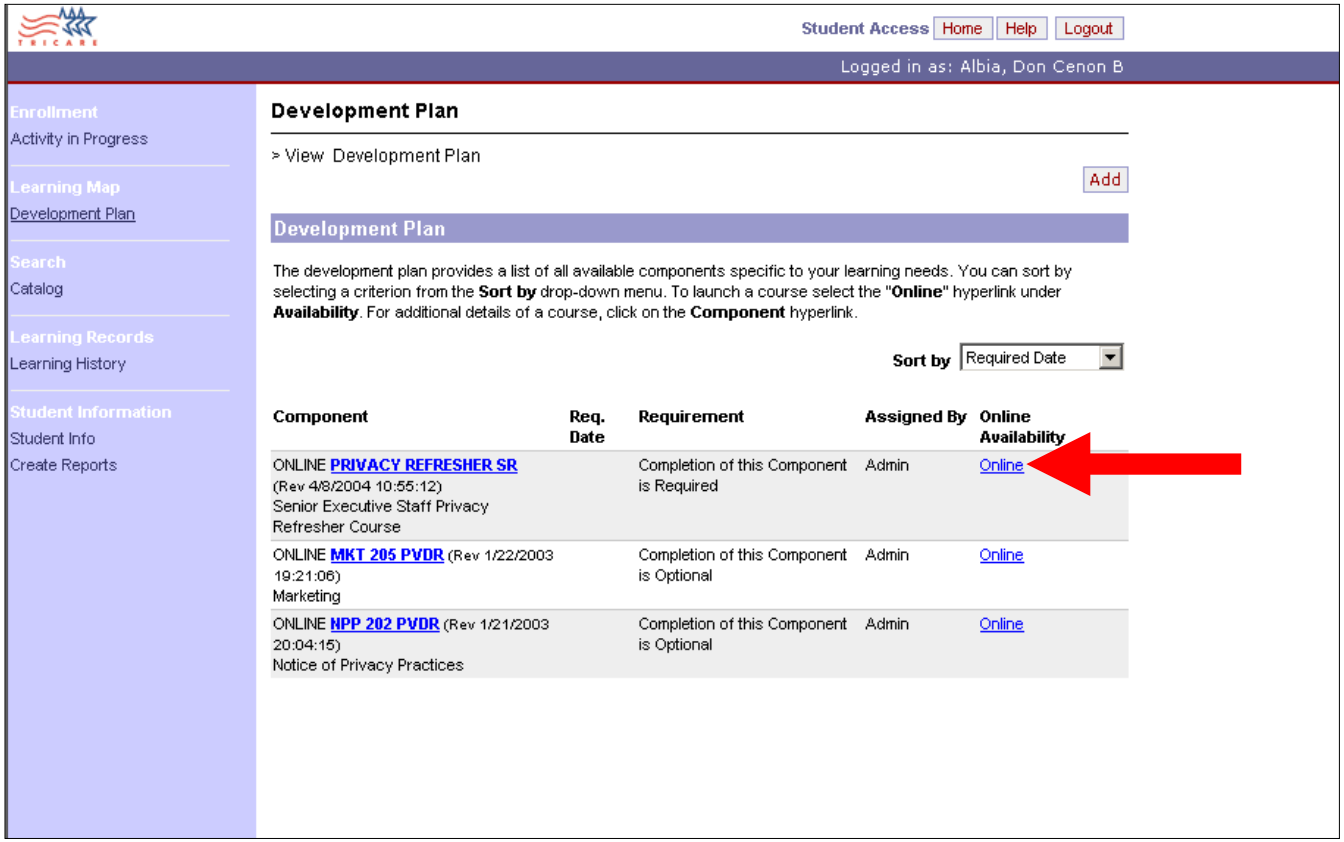
Course and Exam Completion Process

1. Select the Online link for the Refresher course in your Development Plan


Student Access
Home
Help
Logout
Logged in as: Albia, Don Cenon B
Enrollment
Activity in Progress
Learning Map
Development Plan
Search
Catalog
Learning Records
Learning History
Student Information
Student Info
Create Reports
Development Plan
> View Development Plan
Add
Development Plan
The development plan provides a list of all available components specific to your learning needs. You can sort by selecting a criterion from the Sort by drop-down menu. To launch a course select the "Online" hyperlink under Availability. For additional details of a course, click on the Component hyperlink.
Sort by
Required Date
Component
Req. Date
Requirement
Assigned By
Online Availability
ONLINE PRIVACY REFRESHER SR (Rev 4/8/2004 10:55:12) Senior Executive Staff Privacy Refresher Course
Completion of this Component is Required
Admin
Online
ONLINE MKT 205 PVDR (Rev 1/22/2003 19:21:06) Marketing
Completion of this Component is Optional
Admin
Online
ONLINE NPP 202 PVDR (Rev 1/21/2003 20:04:15) Notice of Privacy Practices
Completion of this Component is Optional
Admin
Online

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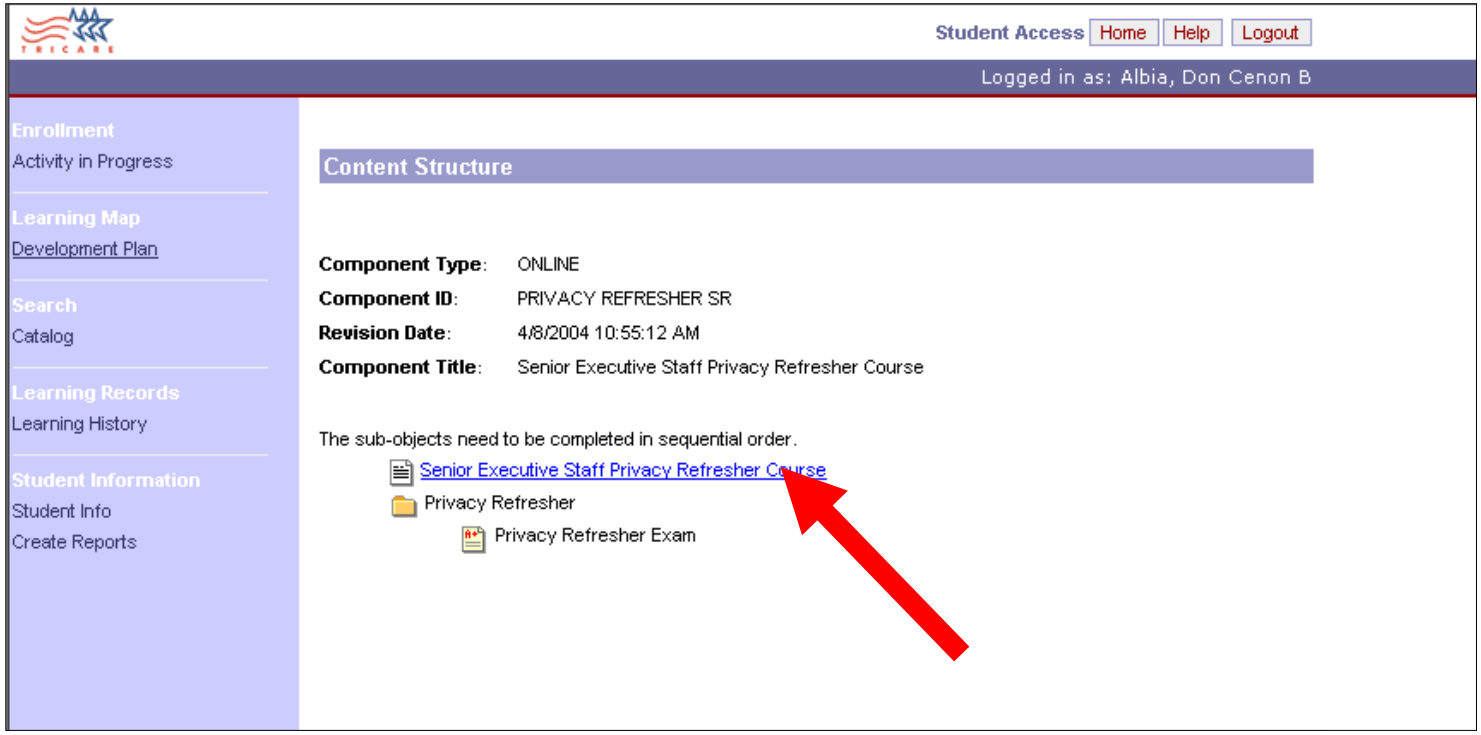
Course and Exam Completion Process

2. Select Privacy Refresher Course link to access the course



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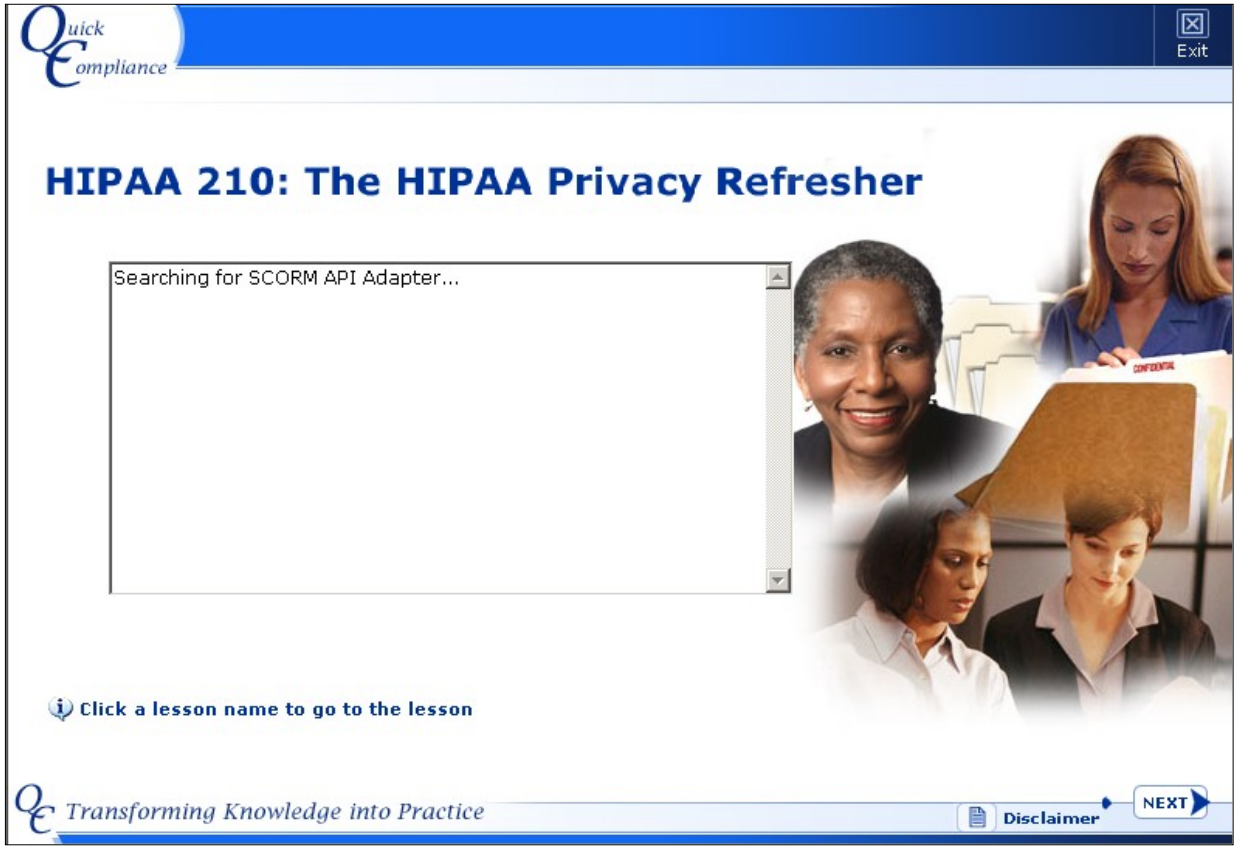
Course and Exam Completion Process

3. The SCORM API Adapter will load



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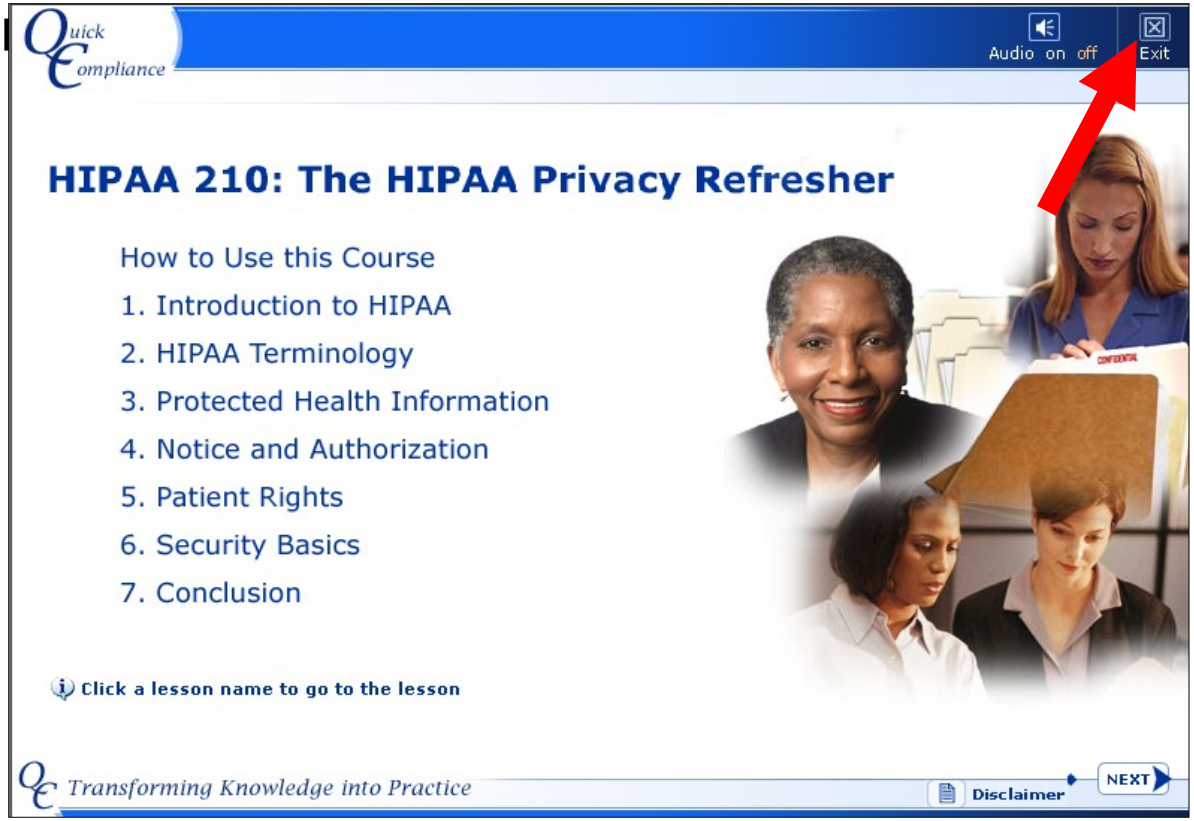
Course and Exam Completion Process

4. Select the first section to begin the course
5. Select the Exit button once the course is co



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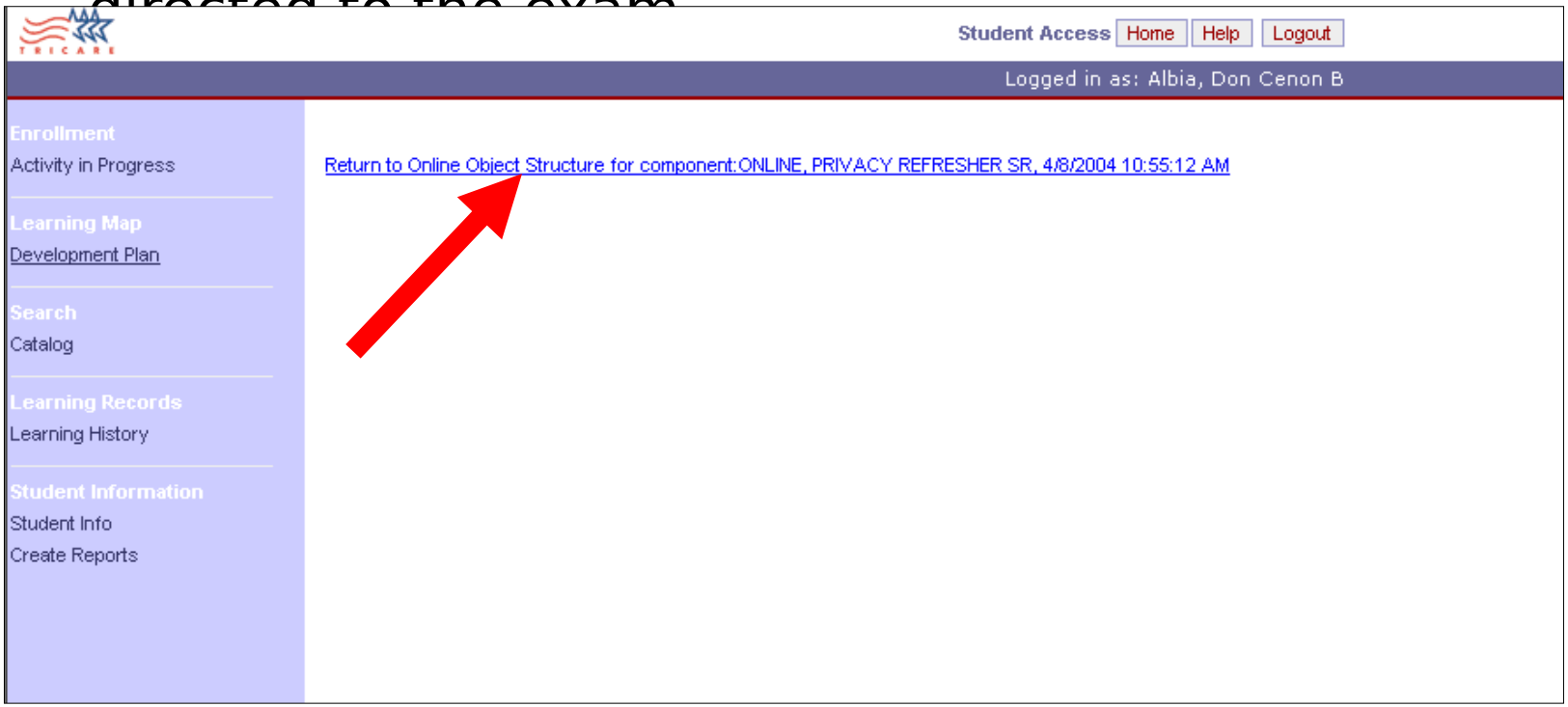
Course and Exam Completion Process

6. Once you have completed the course, click on Return to Online Object Structure link to be directed to the exam



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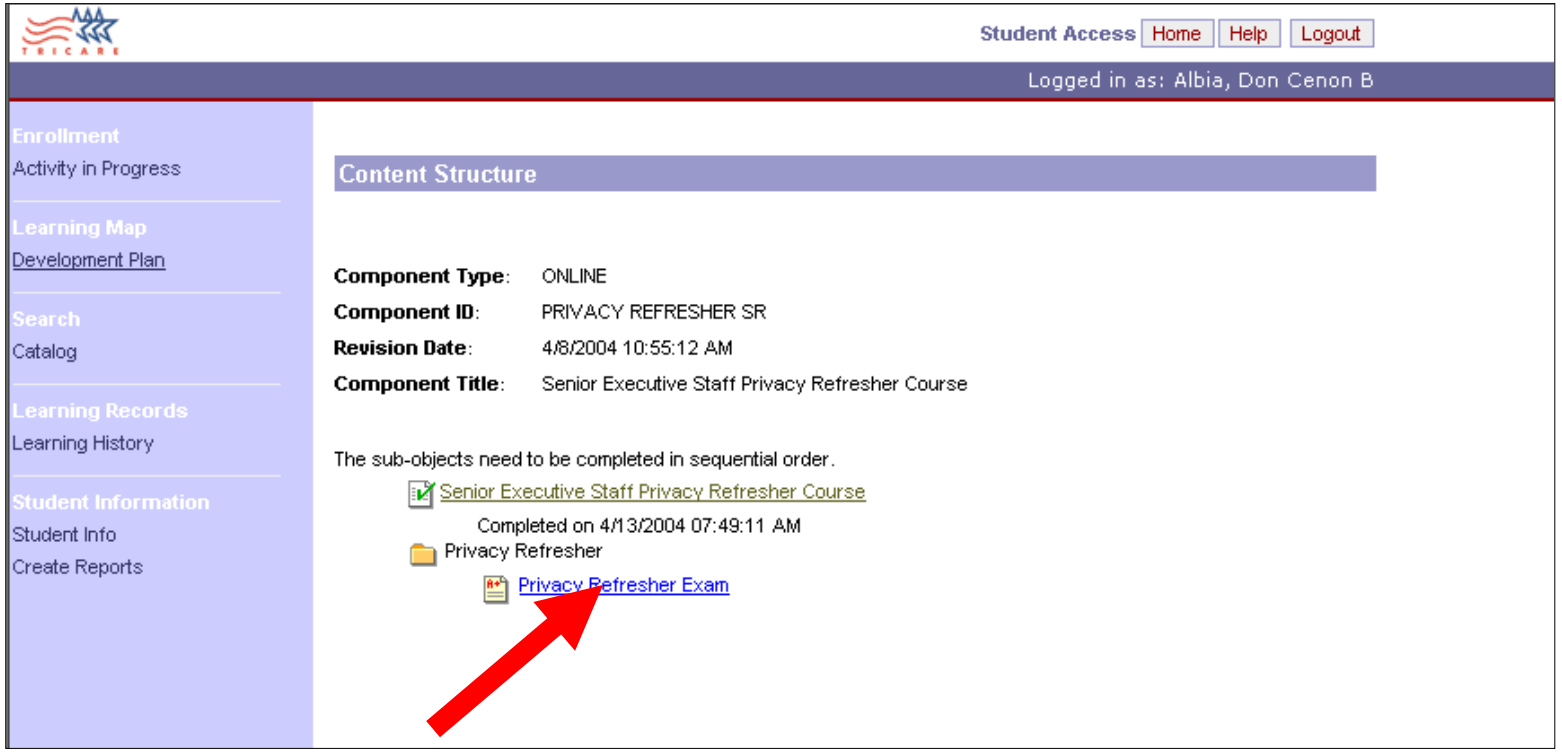
Course and Exam Completion Process

7. Select the Privacy Refresher Exam link to access the exam



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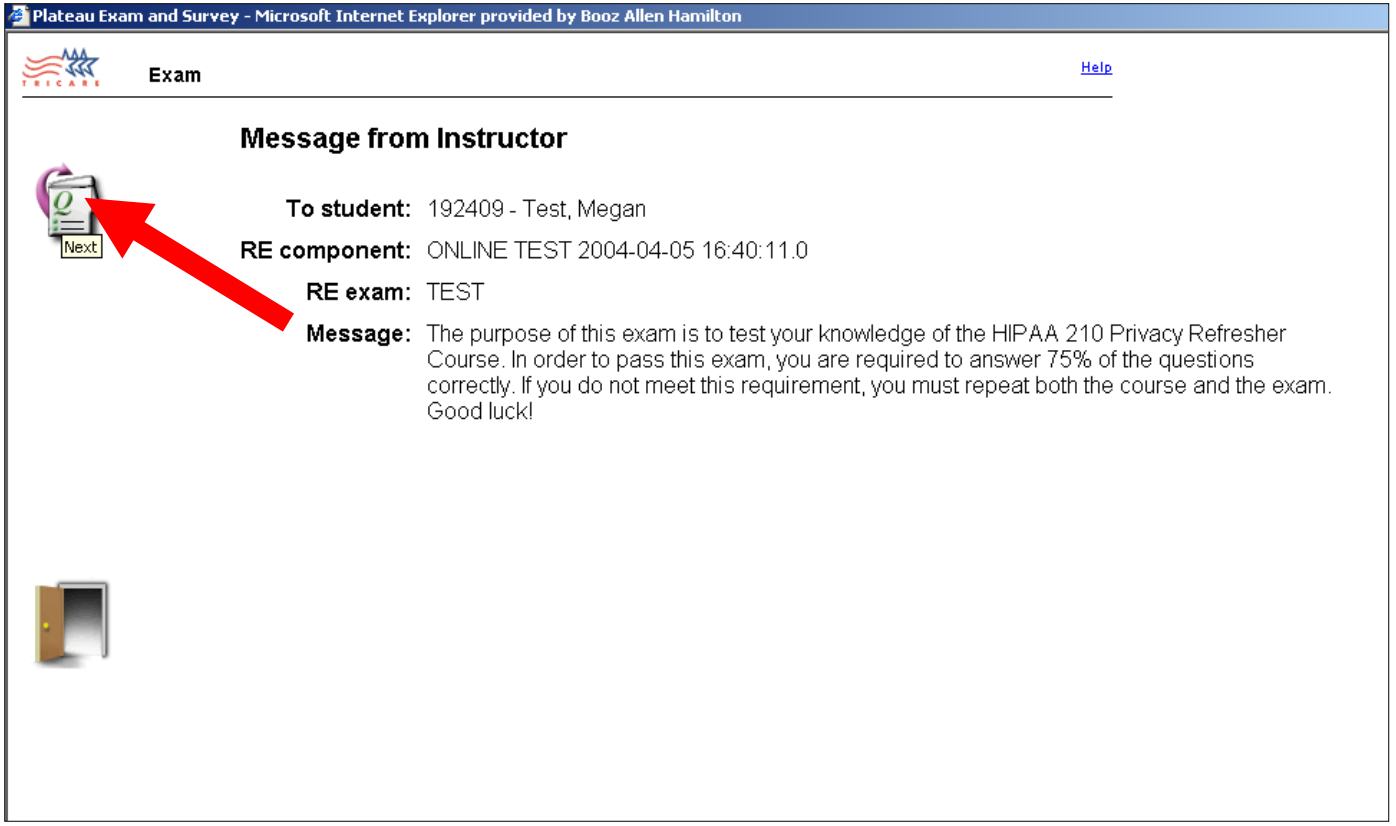
Course and Exam Completion Process

8. Click on the notebook icon located on the top left side of the screen to begin the exam


Plateau Exam and Survey - Microsoft Internet Explorer provided by Booz Allen Hamilton
Exam
Help
Message from Instructor
Next
To student: 192409 - Test, Megan
RE component: ONLINE TEST 2004-04-05 16:40:11.0
RE exam: TEST
Message: The purpose of this exam is to test your knowledge of the HIPAA 210 Privacy Refresher Course. In order to pass this exam, you are required to answer 75% of the questions correctly. If you do not meet this requirement, you must repeat both the course and the exam. Good luck!

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Examination

- The component (course and exam) will reside in the students development plan until the student has successfully completed the exam
- Passing score is 75%. If the student does not pass, then they must repeat both the course and the exam
- Once the student successfully completes the exam, the component (course and exam) will move to the students Learning History
  - Remember to print certificate
- The exam questions will be randomly assigned by the LMS

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Summary

- You should now be able to:
  - Describe the course and exam completion process
  - Describe the impact of exams on Privacy Refresher Training
  - Identify the passing score requirement for the HIPAA Privacy Refresher Training Exam

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Presentation Summary

You should now be able to:

- Identify the responsibilities of the Training Administrator
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- Explain the impact that the Privacy Refresher course will have on course completion percentages within the custom report

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Resources

- DoD 6025.18-R, “DoD Health Information Privacy Regulation”, January 2003
- http://tricare.osd.mil/tmaprivacy
- hipaamail@tma.osd.mil for subject matter questions
- hipaasupport@tma.osd.mil for tool related questions
- Service HIPAA Privacy representatives